

<b>Notice of References Cited</b>		Application/Control No. 09/852,810	Applicant(s)/Patent Under Reexamination GAREAU ET AL.	
		Examiner Susanna M. Diaz	Art Unit 3692	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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*	B	US-6,728,699	04-2004	Lautzenheiser et al.	707/3
*	C	US-5,724,262	03-1998	Ghahramani, Bahador	702/186
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	K	US-			
	L	US-			
	M	US-			

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#### NON-PATENT DOCUMENTS

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	U	Harte et al. "Quality Improvement in a Safety, Engineering and Management Consultancy - Part 2." Managing Service Quality, vol. 7, no. 2, pages 106-112, 1997.
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.